



**City of Rocks National Reserve and Castle Rocks State Park
Idaho Department of Parks and Recreation**

POSITION DESCRIPTION

Title: Visitor Services Assistant
Wage: \$9.00 per hour
Start: October 22
End: March 20
Schedule: 40/hr. weeks, 8 a.m. to 4:30 p.m. with occasional weekends, and holidays

Purpose:

To provide customer service at the visitor center, including interpretation, orientation, information, retail sales to walk-in guests and over the phone, via internet or mail; to provide janitorial services in the building; and to assist the Park Ranger – Visitor Services with special projects and events

Duties:

1. Collect visitor fees, and audit campsite records in the field
2. Process reservations, produce shift reports and perform basic accounting
3. Operate resale program, produce shift reports, perform basic accounting, order/stock resale items
4. Maintain the cleanliness of the Lodge, Bunkhouse and Yurts
5. Provide interpretation, information and orientation to visitors as requested
6. Maintain the cleanliness of the visitor center
7. Assist the Park Ranger – Visitor Services with special projects and events

Minimum Qualifications:

Candidates must be 18 years old or older with a high school diploma, current driver's license; and possess the ability to communicate effectively with the public, to manage money with accuracy, to work with Microsoft Office applications and specialized software, and ability to clean park facilities

Contact: Send resume to [Juanita Jones@partner.nps.gov](mailto:Juanita_Jones@partner.nps.gov) 208-824-5916, or [Wallace Keck@partner.nps.gov](mailto:Wallace_Keck@partner.nps.gov) 208-824-5911.